This listing of claims will replace all prior versions, and listings, of claims in the application:

Claims 1-10 (canceled)

1   Claim 11 (currently amended): A method for establishing and effecting a synchronized
2   browsing session between a guide terminal and a follower terminal configured such that
3   at least one of downloading applets is disabled and execution of applets is disabled, the
4   method comprising steps of:
5   a) providing address information related to the follower terminal to the guide
6   terminal;
7   b) providing address information related to the guide terminal to the follower
8   terminal;
9   c) sending, from the guide terminal, a browsing command to the follower
10   terminal;
11   d) receiving, with the follower terminal, the browsing command;
12   e) effecting, with a browser at the follower terminal, the received browsing
13   command,
14   wherein the browser at the follower terminal is resident on the follower
15   terminal before any connection between the follower terminal and the guide
16   terminal, and
17   wherein the follower terminal is configured such that at least one of
18   downloading applets is disabled and execution of applets is disabled.

1   Claim 12 (original): The method of claim 11, wherein the browser at the follower
2   terminal is maintained by a session manager.

1   Claim 13 (previously presented): A system for establishing and effecting a synchronized
2   browsing session, the system comprising:
3   a) a guide terminal, the guide terminal including

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4   i) a connection process for invoking the establishment of the

5   synchronized browsing session, and

6   ii) a process for generating synchronized browsing commands;

7   b) a follower terminal configured such that at least one of downloading applets is

8   disabled and execution of applets is disabled, the follower terminal including

9   i) a connection process for facilitating the establishment of the

10   synchronized browsing session, and

11   ii) a process for receiving synchronized browsing commands and for

12   effecting those synchronized browsing commands;

13   c) a session manager, the session manager working with the connection process

14   of the guide terminal and the connection process of the follower terminal to

15   establish and maintain the synchronized browsing session; and

16   d) at least one network for communicating data between the guide terminal, the

17   follower terminal, and the session manager.

1   Claim 14 (original): The system of claim 13 wherein the guide terminal further includes

2   an encryption process for encrypting the generated synchronized browsing commands,

3   wherein the session manager sends encryption information about the guide

4   terminal to the follower terminal, and

5   wherein the follower terminal further includes a decryption process for

6   decrypting the encrypted synchronized browsing commands based on the encryption

7   information sent by the session manager.

Claims 15-19 (canceled)

1   Claim 20 (currently amended): A method for establishing a synchronized browsing

2   session between a guide terminal and a follower terminal configured such that at least one

3   of downloading applets is disabled and execution of applets is disabled, the method

4   comprising steps of:

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5   a) accepting a request for a synchronized browsing session from the guide

6   terminal;

7   b) sending, in response to the acceptance of the request for a synchronized

8   browsing session, a browsing request to the follower terminal;

9   c) accepting an acknowledge response from the follower terminal; and

10   d) sending, in response to the acceptance of the acknowledge response, an

11   acknowledge response to the guide terminal,

12   wherein the follower terminal is configured such that at least one of

13   downloading applets is disabled and execution of applets is disabled.

1   Claim 21 (original): The method of claim 20 further comprising a step of providing

2   encryption information about the follower terminal to the guide terminal.

1   Claim 22 (original): The method of claim 20 further comprising a step of providing

2   encryption information about the guide terminal to the follower terminal.

Claims 23-26 (canceled)

1   Claim 27 (currently amended): In a follower terminal, a method for effecting a

2   synchronized browsing session with a guide terminal, the method comprising steps of:

3   a) accepting a synchronized browsing command from the guide terminal;

4   b) sending an acknowledge reply to the guide terminal in response to the

5   acceptance of the synchronized browsing command;

6   c) determining whether access to content associated with the browsing command

7   is permitted; and

8   d) if it is determined that access to the content associated with the browsing

9   command is permitted, then requesting the content associated with the browsing

10   command,

11   The method of claim 23 wherein the step of determining whether access to content

12   associated with the browsing command is permitted includes steps of

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i) determining whether or not the browsing command includes a resource locator that has a NO GO status based on at least one of first rules regarding resource locators and a first list of resource locators,

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ii) if it is determined that the browsing command includes a resource locator that has a NO GO status, then

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A) setting a status to NO GO,

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B) determining whether or not the browsing command includes a resource locator that has a GO status based on at least one of second rules regarding resource locators and a second list of resource locators, and

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C) if it is determined that the browsing command includes a resource locator that has a GO status, then setting the status to GO, and

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iii) requesting the content associated with the browsing command if the status is GO.

Claims 28-32 (canceled)

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Claim 33 (previously presented): The method of claim 11 wherein a live agent is at the guide terminal and a customer is at the follower terminal, the method further comprising:

f) establishing, in response to an input at the follower terminal, a call between the customer at the follower terminal and the live agent at the guide terminal.

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Claim 34 (previously presented): The method of claim 33 wherein the call includes audio and video communications.

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Claim 35 (previously presented): The method of claim 11 wherein the browsing command is encrypted.

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1   Claim 36 (previously presented): The method of claim 11 wherein the browsing

2   command sent from the guide terminal to the follower terminal is sent in response to a

3   request from the guide terminal.

1   Claim 37 (previously presented): The method of claim 33 wherein the browsing

2   command is sent and received during the call.

1   Claim 38 (currently amended): In a follower terminal, a method for effecting a

2   synchronized browsing session with a guide terminal, the method comprising steps of:

3   a) accepting a synchronized browsing command from the guide terminal;

4   b) sending an acknowledge reply to the guide terminal in response to the

5   acceptance of the synchronized browsing command;

6   c) determining whether access to content associated with the browsing command

7   is permitted; and

8   d) if it is determined that access to the content associated with the browsing

9   command is permitted, then requesting the content associated with the browsing

10   command,

11   ~~The method of claim 23~~ wherein the act of determining whether access to content

12   associated with a browsing command is permitted includes

13   i) determining whether or not the browsing command includes a resource locator that

14   has a NO GO status based on at least one of first rules regarding resource locators and

15   a first list of resource locators;

16   ii) if it is determined that the browsing command includes a resource locator that

17   has a NO GO status, then

18   A) setting a status to NO GO,

19   B) determining whether or not the browsing command includes a resource

20   locator that has a GO status based on at least one of second rules regarding

21   resource locators and a second list of resource locators, and

22   C) if it is determined that the browsing command includes a resource

23   locator that has a GO status, then setting the status to GO; and

24   iii) requesting the content associated with the browsing command if the status is GO.

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1   Claim 39 (currently amended): In a guide terminal, a method for effecting a

2   synchronized browsing session with a follower terminal, the method comprising steps of:

3   a) accepting a synchronized browsing command from an input device of the

4   guide terminal;

5   b) encrypting the synchronized browsing command based on encryption

6   information associated with the follower terminal;

7   b1) determining whether or not access to content associated with the browsing

8   command is permitted; and

9   c) sending the encrypted synchronized browsing command to follower terminal,

10   ~~The method of claim 29~~

11   wherein the steps of (b) encrypting the synchronized browsing command and (c)

12   sending the synchronized browsing command are performed only if it is determined that

13   access to content associated with the browsing command is permitted, and

14   wherein the act of determining whether access to content associated with a browsing

15   command is permitted includes

16   i) determining whether or not the browsing command includes a resource locator that

17   has a NO GO status based on at least one of first rules regarding resource locators and

18   a first list of resource locators;

19   ii) if it is determined that the browsing command includes a resource locator that has

20   a NO GO status, then

21   A) setting a status to NO GO,

22   B) determining whether or not the browsing command includes a resource

23   locator that has a GO status based on at least one of second rules regarding

24   resource locators and a second list of resource locators, and

25   C) if it is determined that the browsing command includes a resource

26   locator that has a GO status, then setting the status to GO; and

27   iii) requesting the content associated with the browsing command if the status is GO.

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1 Claim 40 (currently amended): <u>A method for establishing and effecting a secure</u>

2 <u>synchronized browsing session between a guide terminal and a follower terminal, the</u>

3 <u>method comprising steps of:</u>

4   <u>a) providing address and encryption information corresponding to the follower</u>

5   <u>terminal to the guide terminal;</u>

6   <u>b) encrypting, with the guide terminal and based on the encryption information</u>

7   <u>corresponding to the follower terminal, a browsing command to generate an</u>

8   <u>encrypted browsing command;</u>

9   <u>c) sending the encrypted browsing command to the follower terminal;</u>

10   <u>d) receiving, with the follower terminal, the encrypted browsing command;</u>

11   <u>e) decrypting, with the follower terminal, the encrypted browsing command to</u>

12   <u>generate a decrypted browsing command; and</u>

13   <u>f) effecting, at the follower terminal, the decrypted browsing command,</u>

14 ~~The method of claim 1~~ wherein the follower terminal is configured such that at least one

15 of downloading applets is disabled and execution of applets is disabled.

1 Claim 41 (currently amended): <u>In a follower terminal, a method for effecting a</u>

2 <u>synchronized browsing session with a guide terminal, the method comprising steps of:</u>

3   <u>a) accepting a synchronized browsing command from the guide terminal;</u>

4   <u>b) sending an acknowledge reply to the guide terminal in response to the</u>

5   <u>acceptance of the synchronized browsing command;</u>

6   <u>c) determining whether access to content associated with the browsing command</u>

7   <u>is permitted; and</u>

8   <u>d) if it is determined that access to the content associated with the browsing</u>

9   <u>command is permitted, then requesting the content associated with the browsing</u>

10   <u>command,</u>

11 ~~The method of claim 23~~ wherein the follower terminal is configured such that at least one

12 of downloading applets is disabled and execution of applets is disabled.

1 Claim 42 (currently amended): <u>In a guide terminal, a method for effecting a</u>

2 <u>synchronized browsing session with a follower terminal, the method comprising steps of:</u>

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3   a) accepting a synchronized browsing command from an input device of the

4   guide terminal;

5   b) encrypting the synchronized browsing command based on encryption

6   information associated with the follower terminal; and

7   c) sending the encrypted synchronized browsing command to follower terminal,

8   ~~The method of claim 28~~ wherein the follower terminal is configured such that at least one

9   of downloading applets is disabled and execution of applets is disabled.